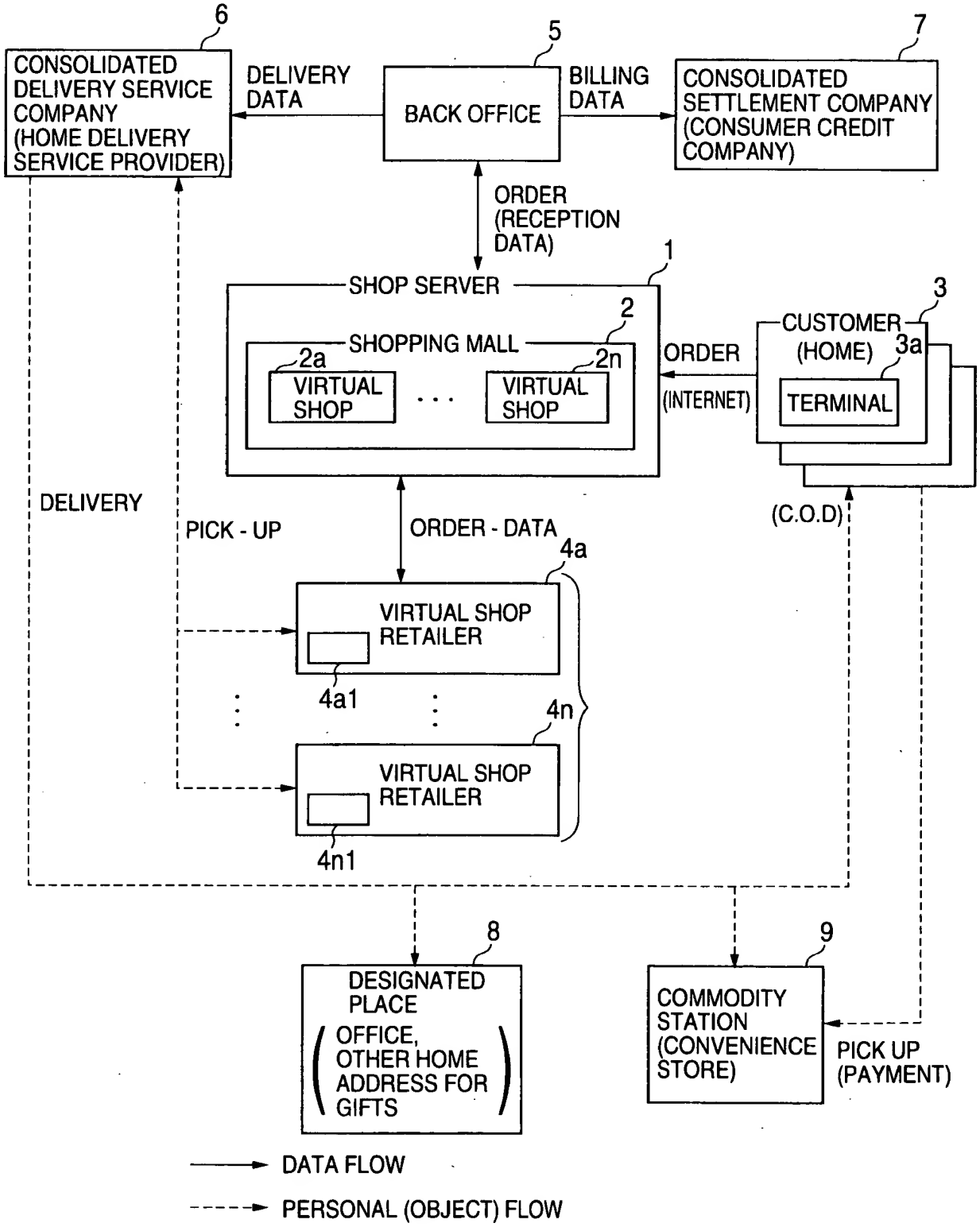
6
CONSOLIDATED DELIVERY SERVICE COMPANY (HOME DELIVERY SERVICE PROVIDER)
DELIVERY DATA
5
BACK OFFICE
BILLING DATA
7
CONSOLIDATED SETTLEMENT COMPANY (CONSUMER CREDIT COMPANY)
ORDER (RECEPTION DATA)
1
SHOP SERVER
2
SHOPPING MALL
2a
VIRTUAL SHOP
2n
VIRTUAL SHOP
ORDER (INTERNET)
3
CUSTOMER (HOME)
3a
TERMINAL
DELIVERY
PICK - UP
ORDER - DATA
(C.O.D)
4a
VIRTUAL SHOP RETAILER
4a1
4n
VIRTUAL SHOP RETAILER
4n1
8
DESIGNATED PLACE
(OFFICE, OTHER HOME ADDRESS FOR GIFTS)
9
COMMODITY STATION (CONVENIENCE STORE)
PICK UP (PAYMENT)
DATA FLOW
PERSONAL (OBJECT) FLOW

FIG. 1

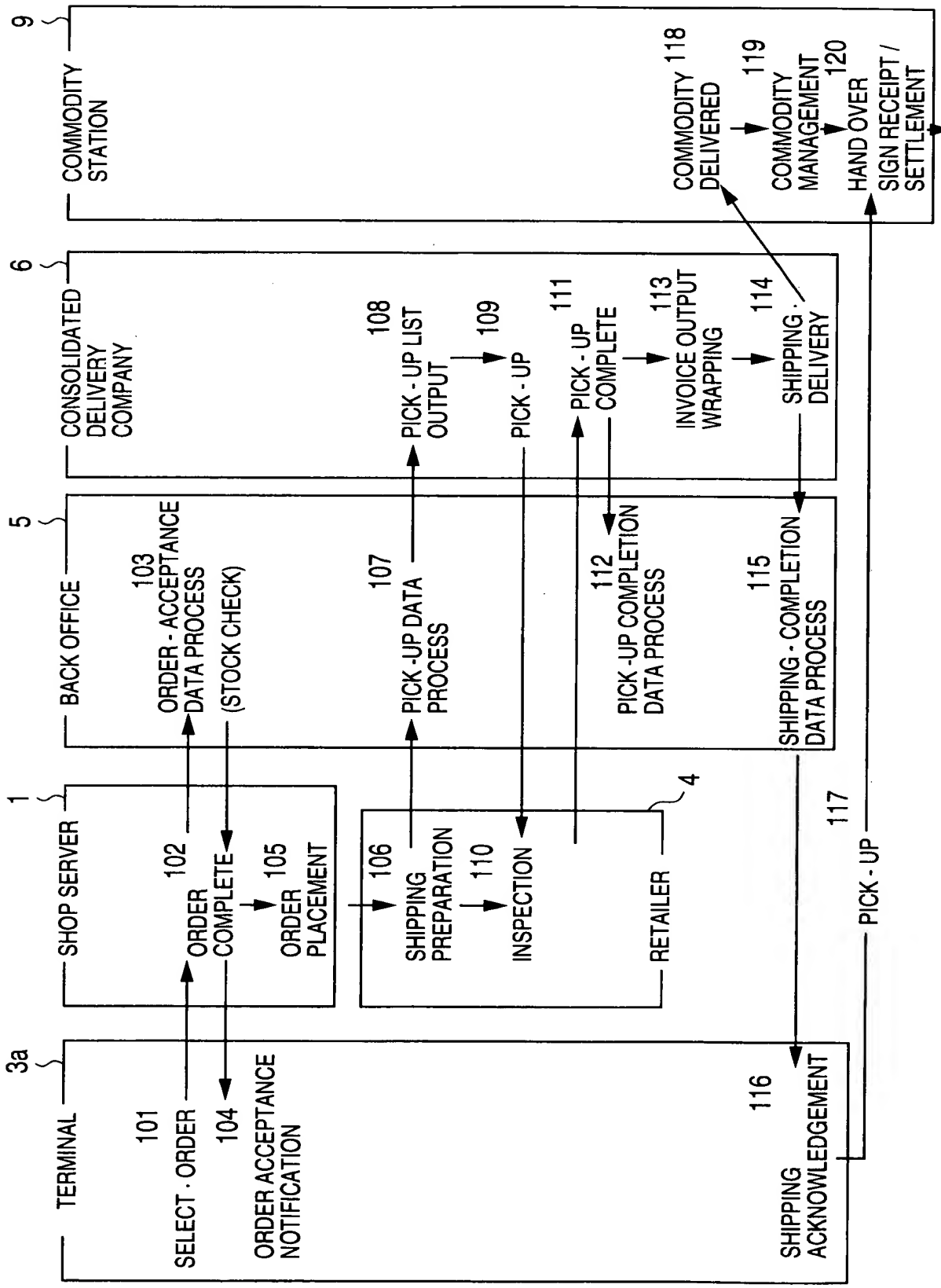
9
COMMODITY STATION
6
CONSOLIDATED DELIVERY COMPANY
5
BACK OFFICE
1
SHOP SERVER
4
RETAILER
3a
TERMINAL
101 SELECT · ORDER
102 ORDER COMPLETE
103 ORDER - ACCEPTANCE DATA PROCESS
(STOCK CHECK)
104 ORDER ACCEPTANCE NOTIFICATION
105 ORDER PLACEMENT
106 SHIPPING PREPARATION
107 PICK -UP DATA PROCESS
108 PICK - UP LIST OUTPUT
109 PICK - UP
110 INSPECTION
111 PICK - UP COMPLETE
112 PICK -UP COMPLETION DATA PROCESS
113 INVOICE OUTPUT WRAPPING
114 SHIPPING · DELIVERY
115 SHIPPING - COMPLETION DATA PROCESS
116 SHIPPING ACKNOWLEDGEMENT
117 PICK - UP
118 COMMODITY DELIVERED
119 COMMODITY MANAGEMENT
120 HAND OVER SIGN RECEIPT / SETTLEMENT
END

FIG. 2

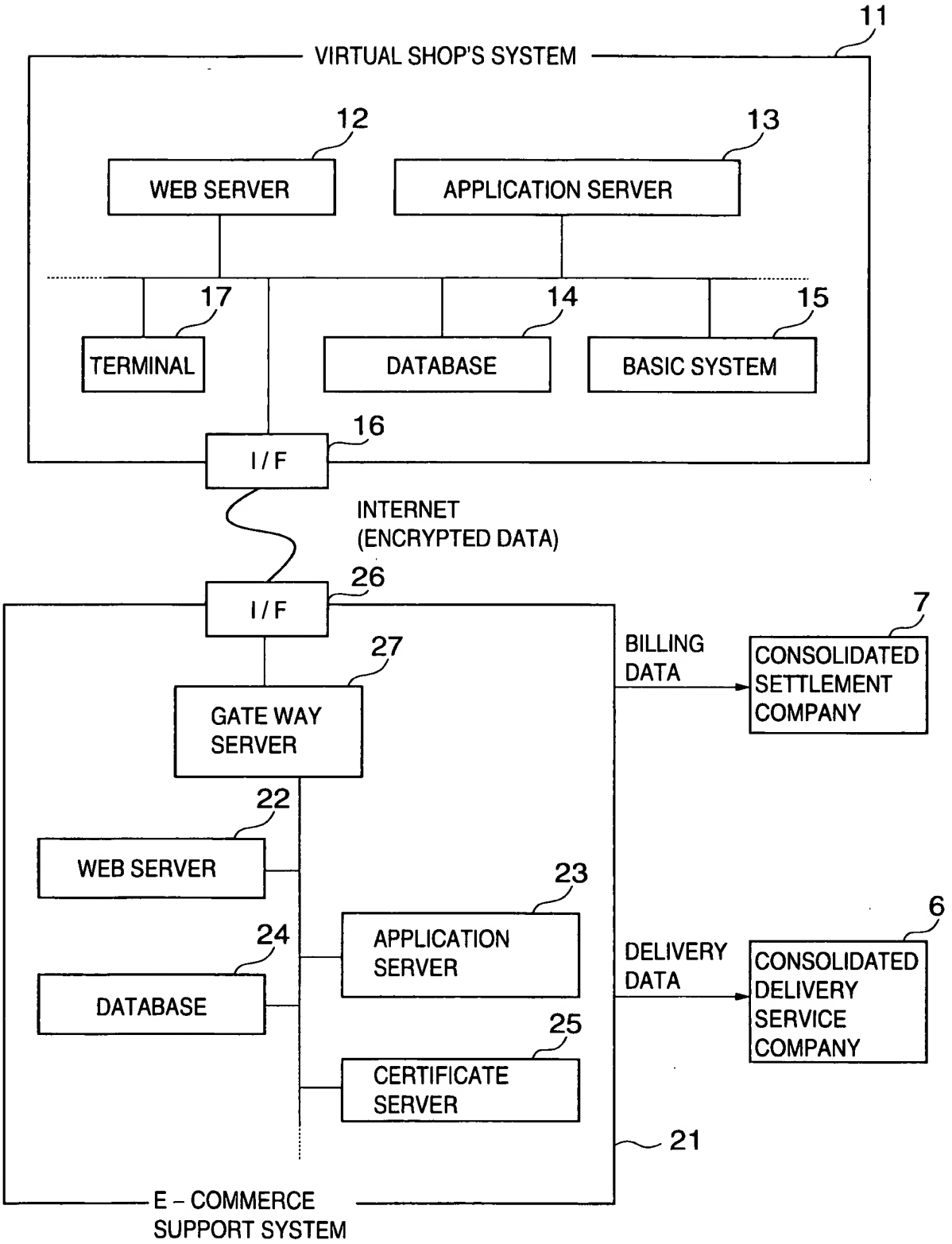
11
VIRTUAL SHOP'S SYSTEM
12
WEB SERVER
13
APPLICATION SERVER
17
TERMINAL
14
DATABASE
15
BASIC SYSTEM
16
I/F
INTERNET
(ENCRYPTED DATA)
26
I/F
27
GATE WAY SERVER
22
WEB SERVER
23
APPLICATION SERVER
24
DATABASE
25
CERTIFICATE SERVER
21
E-COMMERCE SUPPORT SYSTEM
BILLING DATA
7
CONSOLIDATED SETTLEMENT COMPANY
DELIVERY DATA
6
CONSOLIDATED DELIVERY SERVICE COMPANY

FIG. 3

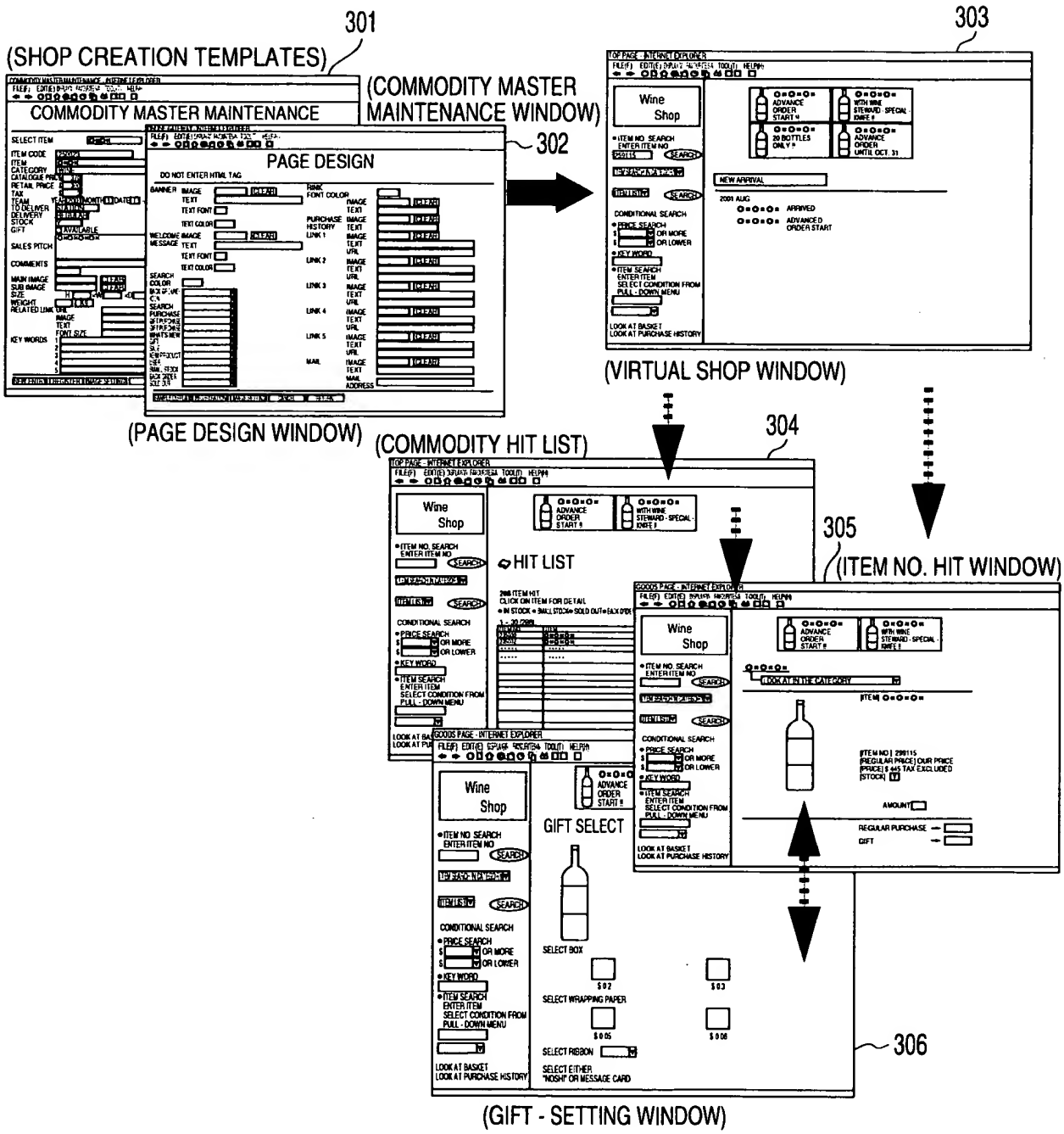
301
(SHOP CREATION TEMPLATES)
COMMODITY MASTER MAINTENANCE
(COMMODITY MASTER MAINTENANCE WINDOW)
302
PAGE DESIGN
(PAGE DESIGN WINDOW)
303
Wine Shop
(VIRTUAL SHOP WINDOW)
304
(COMMODITY HIT LIST)
HIT LIST
305
(ITEM NO. HIT WINDOW)
GIFT SELECT
306
(GIFT - SETTING WINDOW)

FIG. 4

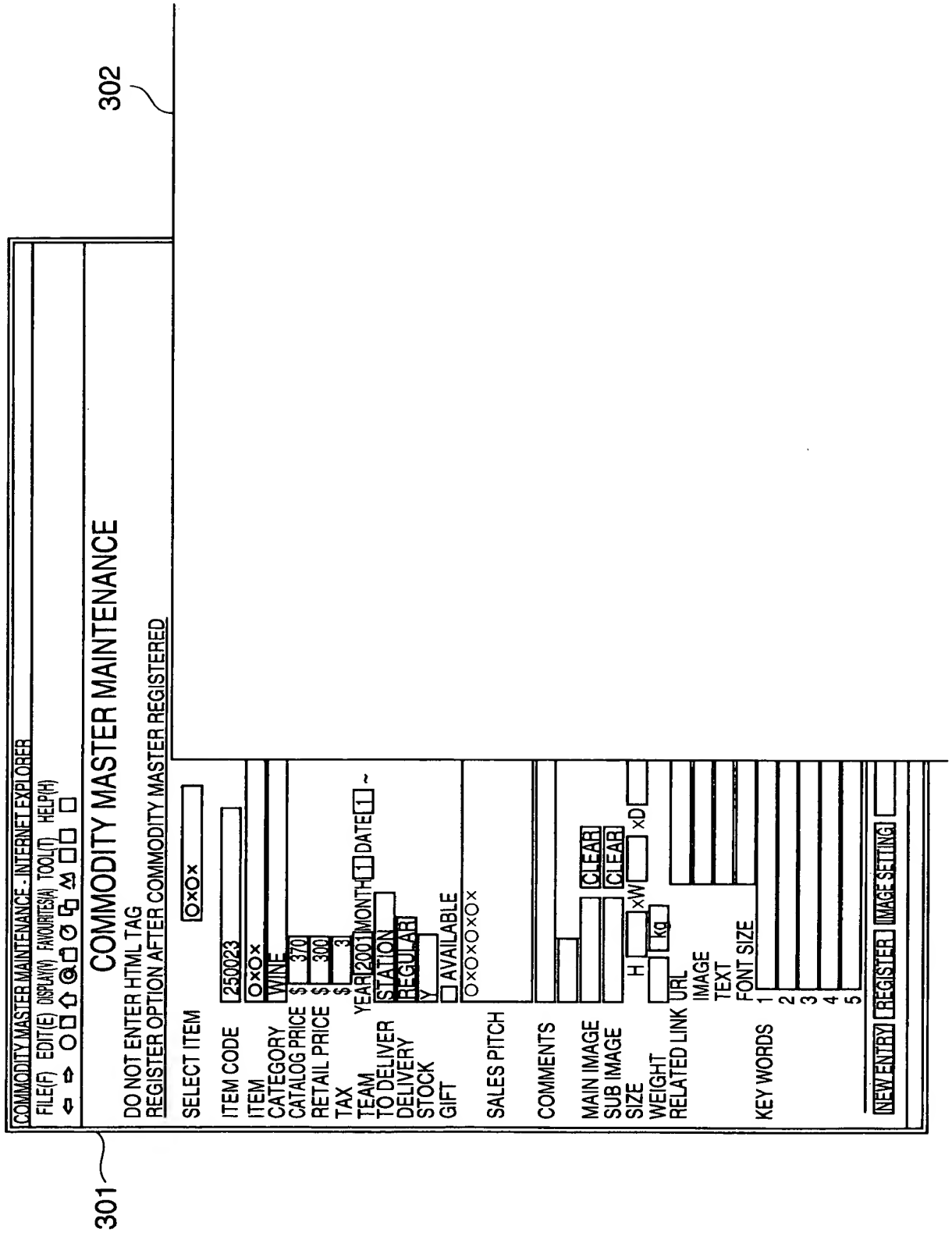
301
302
COMMODITY MASTER MAINTENANCE - INTERNET EXPLORER
FILE(F) EDIT(E) DISPLAY(V) FAVOURITES(A) TOOL(T) HELP(H)
COMMODITY MASTER MAINTENANCE
DO NOT ENTER HTML TAG
REGISTER OPTION AFTER COMMODITY MASTER REGISTERED
SELECT ITEM
ITEM CODE
ITEM
CATEGORY
CATALOG PRICE
RETAIL PRICE
TAX
TEAM
TO DELIVER
DELIVERY
STOCK
GIFT
SALES PITCH
COMMENTS
MAIN IMAGE
SUB IMAGE
SIZE
WEIGHT
RELATED LINK
KEY WORDS
URL
IMAGE
TEXT
FONT SIZE
YEAR
MONTH
DATE
AVAILABLE
CLEAR
NEW ENTRY
REGISTER
IMAGE SETTING

FIG. 5A

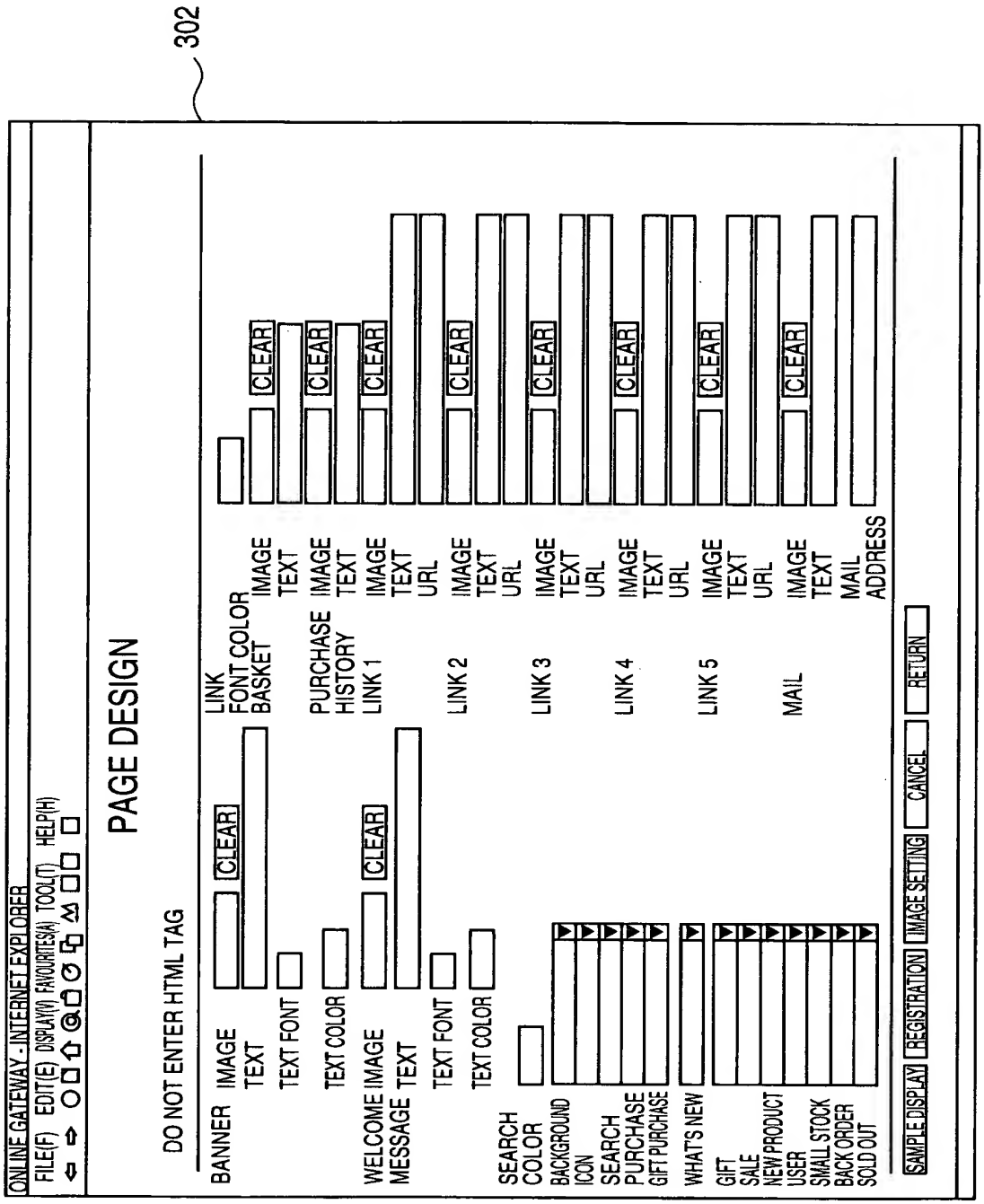
302
ONLINE GATEWAY - INTERNET EXPLORER
FILE(F) EDIT(E) DISPLAY(V) FAVOURITES(A) TOOL(T) HELP(H)
PAGE DESIGN
DO NOT ENTER HTML TAG
BANNER IMAGE
TEXT
TEXT FONT
TEXT COLOR
WELCOME IMAGE
MESSAGE TEXT
TEXT FONT
TEXT COLOR
SEARCH COLOR
BACKGROUND ICON
SEARCH PURCHASE
GIFT PURCHASE
WHAT'S NEW
GIFT
SALE
NEW PRODUCT
USER
SMALL STOCK
BACK ORDER
SOLD OUT
CLEAR
CLEAR
CLEAR
CLEAR
LINK
FONT COLOR
BASKET
PURCHASE HISTORY
LINK 1
LINK 2
LINK 3
LINK 4
LINK 5
MAIL
IMAGE
TEXT
URL
MAIL ADDRESS
SAMPLE DISPLAY
REGISTRATION
IMAGE SETTING
CANCEL
RETURN

FIG. 5B

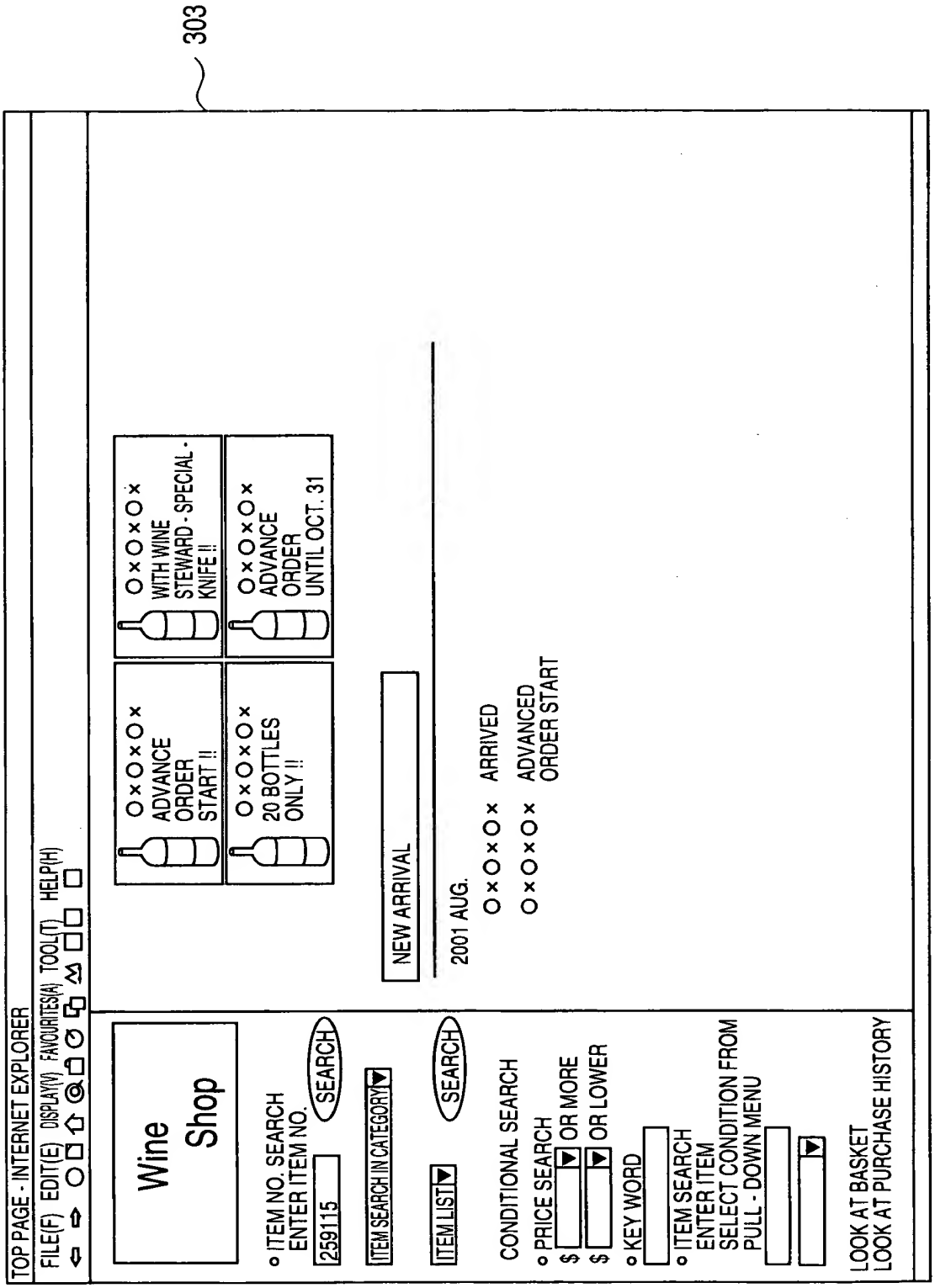
303
TOP PAGE - INTERNET EXPLORER
FILE(F) EDIT(E) DISPLAY(V) FAVOURITES(A) TOOL(T) HELP(H)
Wine Shop
ITEM NO. SEARCH
ENTER ITEM NO.
259115
SEARCH
ITEM SEARCH IN CATEGORY
ITEM LIST
SEARCH
CONDITIONAL SEARCH
PRICE SEARCH
$ OR MORE
$ OR LOWER
KEY WORD
ITEM SEARCH
ENTER ITEM
SELECT CONDITION FROM PULL - DOWN MENU
LOOK AT BASKET
LOOK AT PURCHASE HISTORY
O×O×O×O
ADVANCE ORDER START !!
O×O×O×O
20 BOTTLES ONLY !!
O×O×O×O
WITH WINE STEWARD - SPECIAL - KNIFE !!
O×O×O×O
ADVANCE ORDER UNTIL OCT. 31
NEW ARRIVAL
2001 AUG.
O×O×O×O ARRIVED
O×O×O×O ADVANCED ORDER START

FIG. 5C

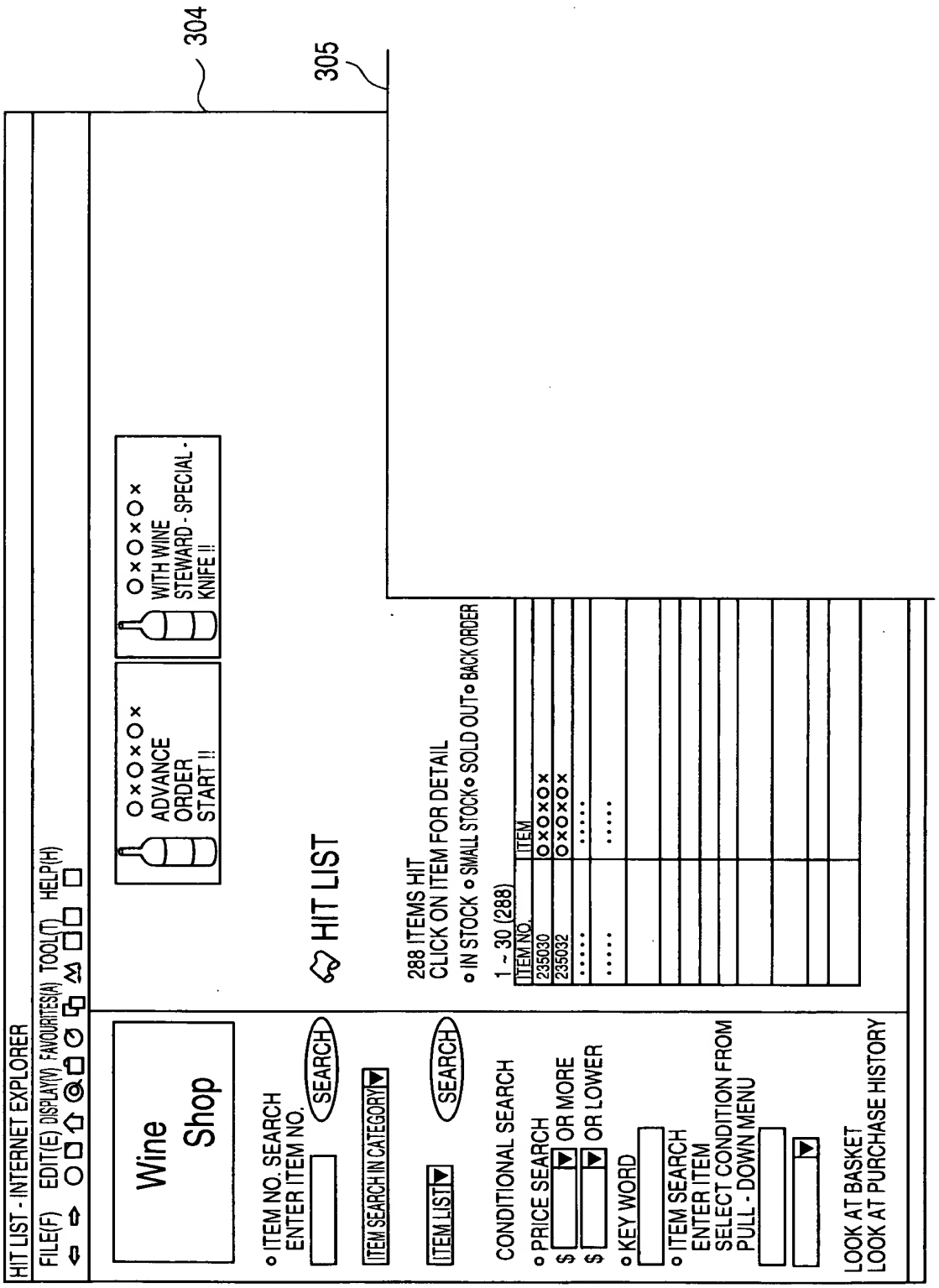
304
305
HIT LIST - INTERNET EXPLORER
FILE(F) EDIT(E) DISPLAY(V) FAVOURITES(A) TOOL(T) HELP(H)
Wine Shop
ADVANCE ORDER START !!
WITH WINE STEWARD - SPECIAL - KNIFE !!
HIT LIST
288 ITEMS HIT
CLICK ON ITEM FOR DETAIL
IN STOCK SMALL STOCK SOLD OUT BACK ORDER
1 ~ 30 (288)
ITEM NO.
ITEM
235030
235032
ITEM NO. SEARCH
ENTER ITEM NO.
SEARCH
ITEM SEARCH IN CATEGORY
ITEM LIST
SEARCH
CONDITIONAL SEARCH
PRICE SEARCH
OR MORE
OR LOWER
KEY WORD
ITEM SEARCH
ENTER ITEM
SELECT CONDITION FROM PULL - DOWN MENU
LOOK AT BASKET
LOOK AT PURCHASE HISTORY

FIG. 5D

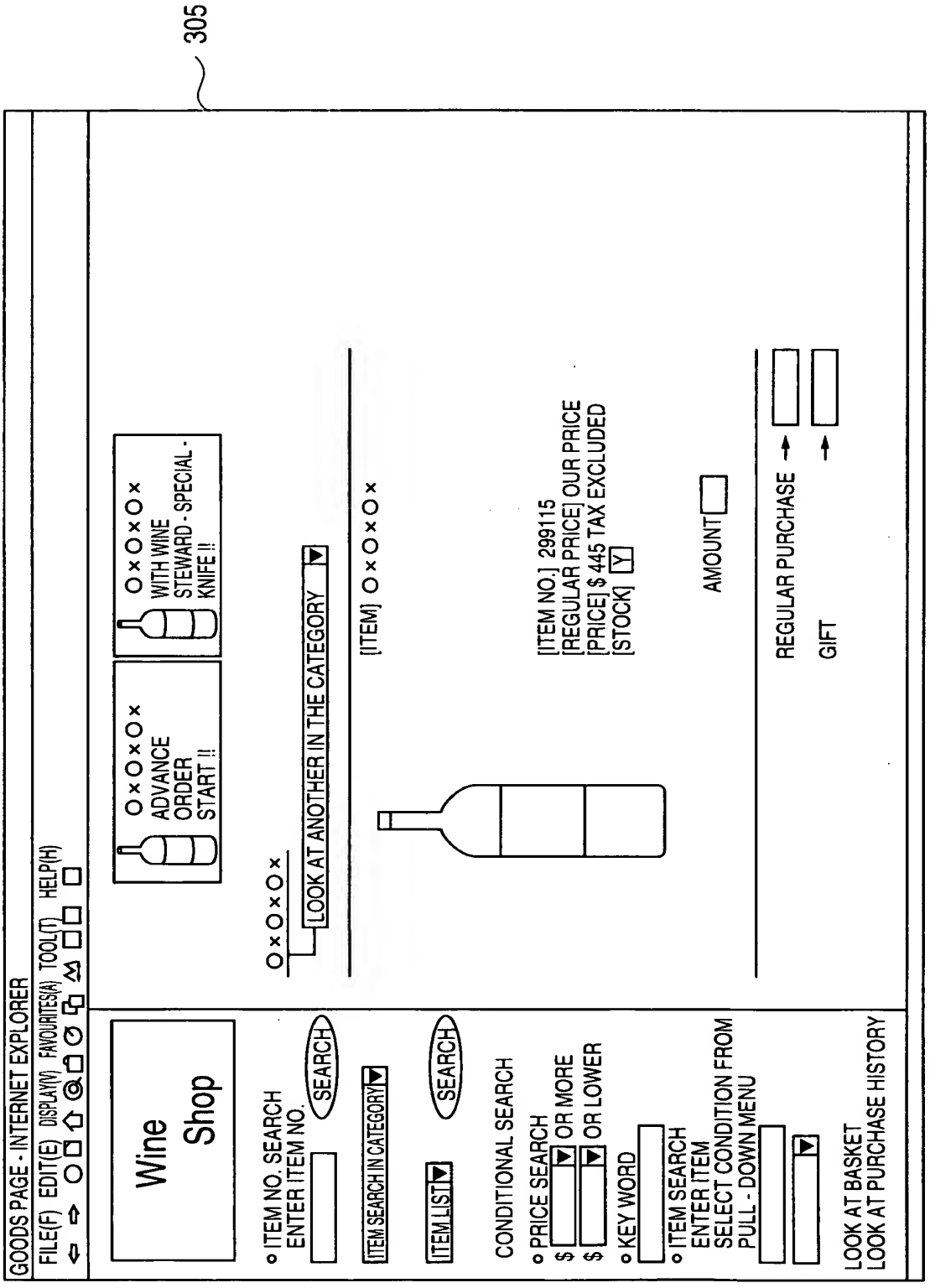
305
GOODS PAGE - INTERNET EXPLORER
FILE(F) EDIT(E) DISPLAY(V) FAVOURITES(A) TOOL(T) HELP(H)
Wine Shop
ITEM NO. SEARCH
ENTER ITEM NO.
SEARCH
ITEM SEARCH IN CATEGORY
ITEM LIST
SEARCH
CONDITIONAL SEARCH
PRICE SEARCH
OR MORE
OR LOWER
KEY WORD
ITEM SEARCH
ENTER ITEM
SELECT CONDITION FROM
PULL - DOWN MENU
LOOK AT BASKET
LOOK AT PURCHASE HISTORY
O×O×O×O×
ADVANCE ORDER START !!
O×O×O×O×
WITH WINE STEWARD - SPECIAL - KNIFE !!
O×O×O×O×
LOOK AT ANOTHER IN THE CATEGORY
[ITEM] O×O×O×O×
[ITEM NO.] 299115
[REGULAR PRICE] OUR PRICE
[PRICE] $ 445 TAX EXCLUDED
[STOCK]
AMOUNT
REGULAR PURCHASE
GIFT

FIG. 5E

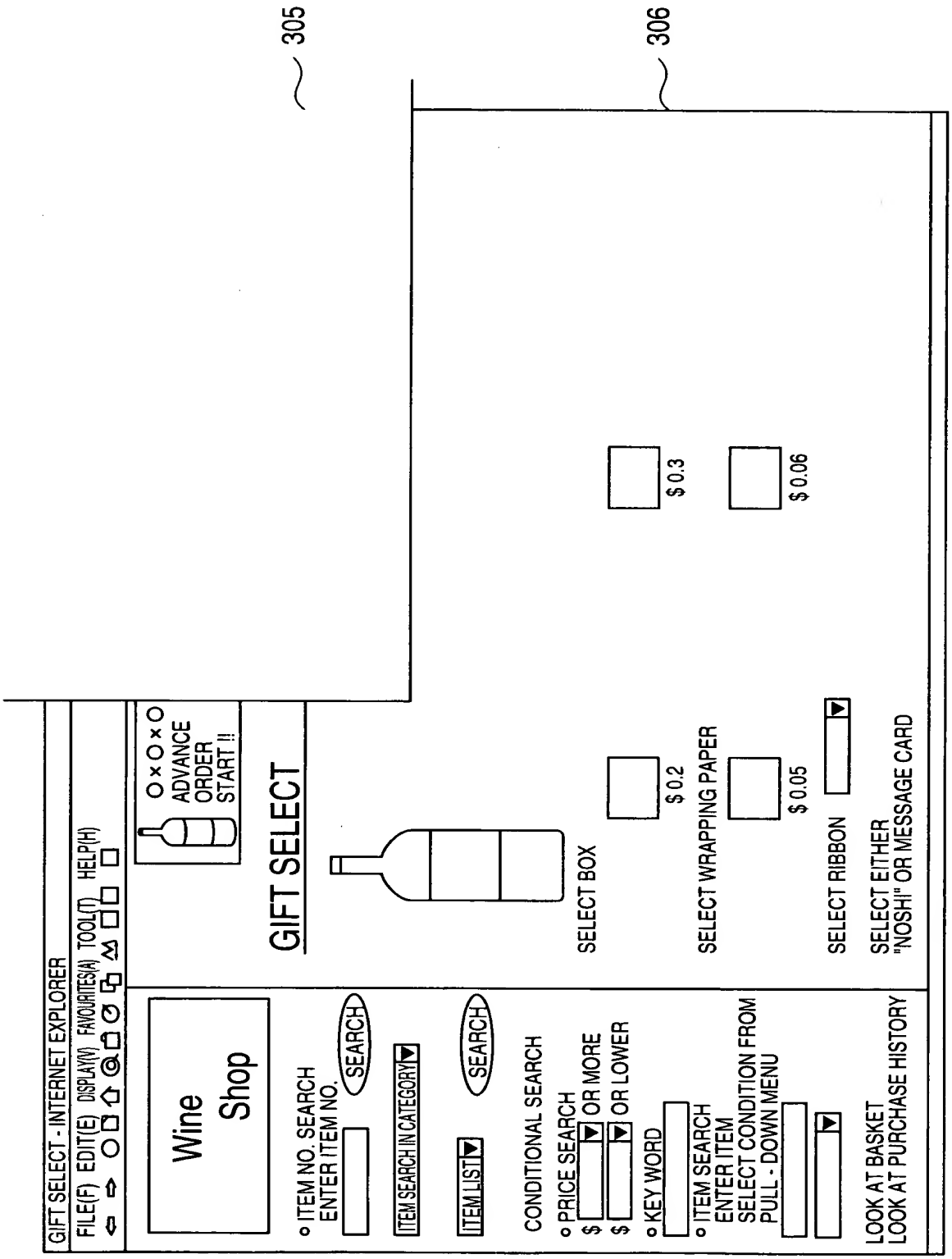
305
306
GIFT SELECT - INTERNET EXPLORER
FILE(F) EDIT(E) DISPLAY(V) FAVOURITES(A) TOOL(T) HELP(H)
Wine Shop
O×O×O ADVANCE ORDER START !!
GIFT SELECT
ITEM NO. SEARCH
ENTER ITEM NO.
SEARCH
ITEM SEARCH IN CATEGORY
ITEM LIST
SEARCH
CONDITIONAL SEARCH
PRICE SEARCH
$ OR MORE
$ OR LOWER
KEY WORD
ITEM SEARCH
ENTER ITEM
SELECT CONDITION FROM PULL - DOWN MENU
LOOK AT BASKET
LOOK AT PURCHASE HISTORY
SELECT BOX
$ 0.2
$ 0.3
SELECT WRAPPING PAPER
$ 0.05
$ 0.06
SELECT RIBBON
SELECT EITHER "NOSHI" OR MESSAGE CARD

FIG. 5F

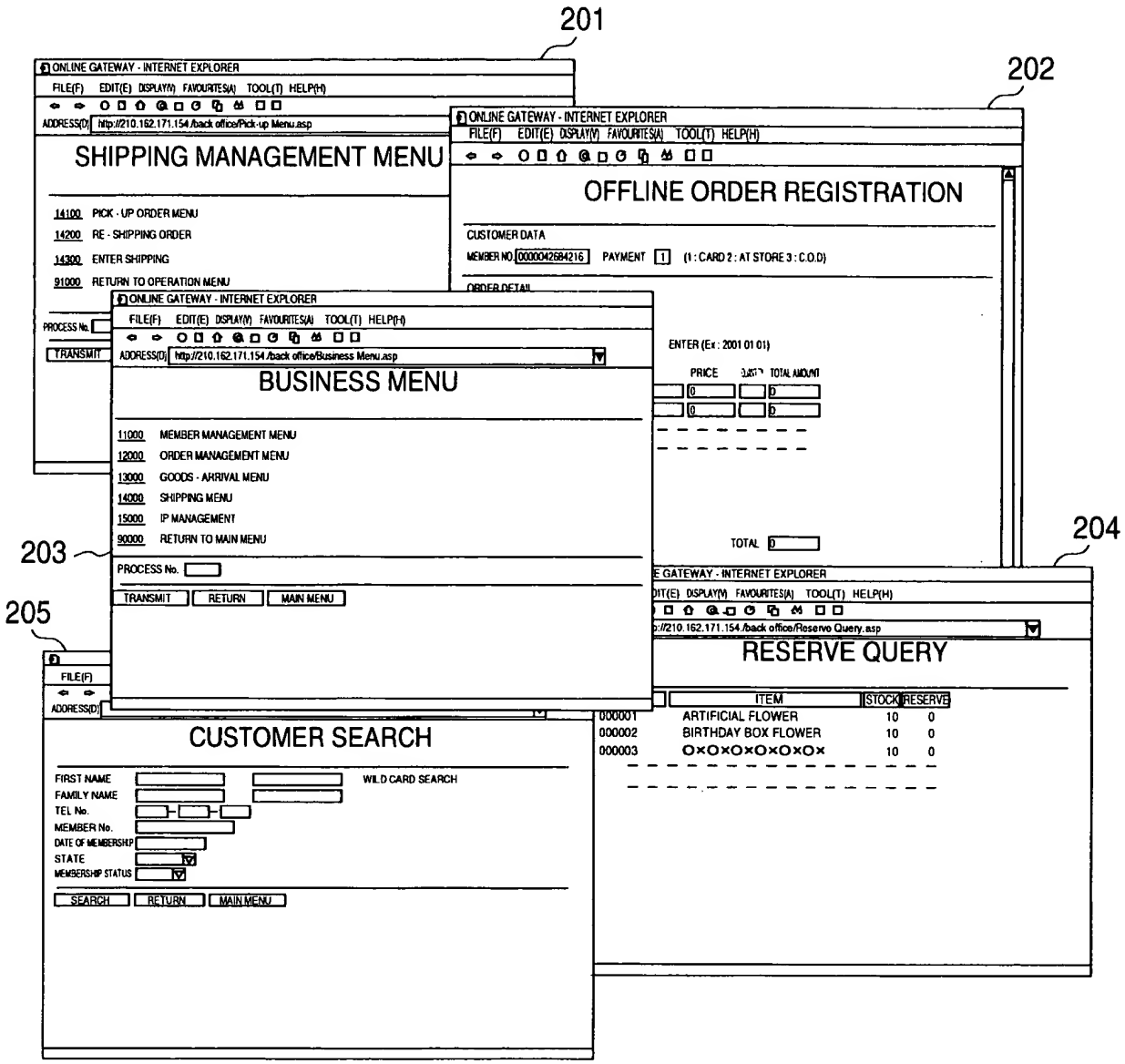
201
202
203
204
205
ONLINE GATEWAY - INTERNET EXPLORER
FILE(F) EDIT(E) DISPLAY(V) FAVOURITES(A) TOOL(T) HELP(H)
ADDRESS(D) http://210.162.171.154/back office/Pick-up Menu.asp
SHIPPING MANAGEMENT MENU
14100 PICK - UP ORDER MENU
14200 RE - SHIPPING ORDER
14300 ENTER SHIPPING
91000 RETURN TO OPERATION MENU
PROCESS No.
TRANSMIT
OFFLINE ORDER REGISTRATION
CUSTOMER DATA
MEMBER NO. 0000042684216 PAYMENT 1 (1 : CARD 2 : AT STORE 3 : C.O.D)
ORDER DETAIL
ENTER (Ex : 2001 01 01)
PRICE
TOTAL
BUSINESS MENU
11000 MEMBER MANAGEMENT MENU
12000 ORDER MANAGEMENT MENU
13000 GOODS - ARRIVAL MENU
14000 SHIPPING MENU
15000 IP MANAGEMENT
90000 RETURN TO MAIN MENU
PROCESS No.
TRANSMIT
RETURN
MAIN MENU
RESERVE QUERY
ITEM
STOCK
RESERVE
000001 ARTIFICIAL FLOWER 10 0
000002 BIRTHDAY BOX FLOWER 10 0
000003 OxOxOxOxOxOx 10 0
CUSTOMER SEARCH
FIRST NAME
FAMILY NAME
TEL No.
MEMBER No.
DATE OF MEMBERSHIP
STATE
MEMBERSHIP STATUS
WILD CARD SEARCH
SEARCH
RETURN
MAIN MENU

FIG. 6

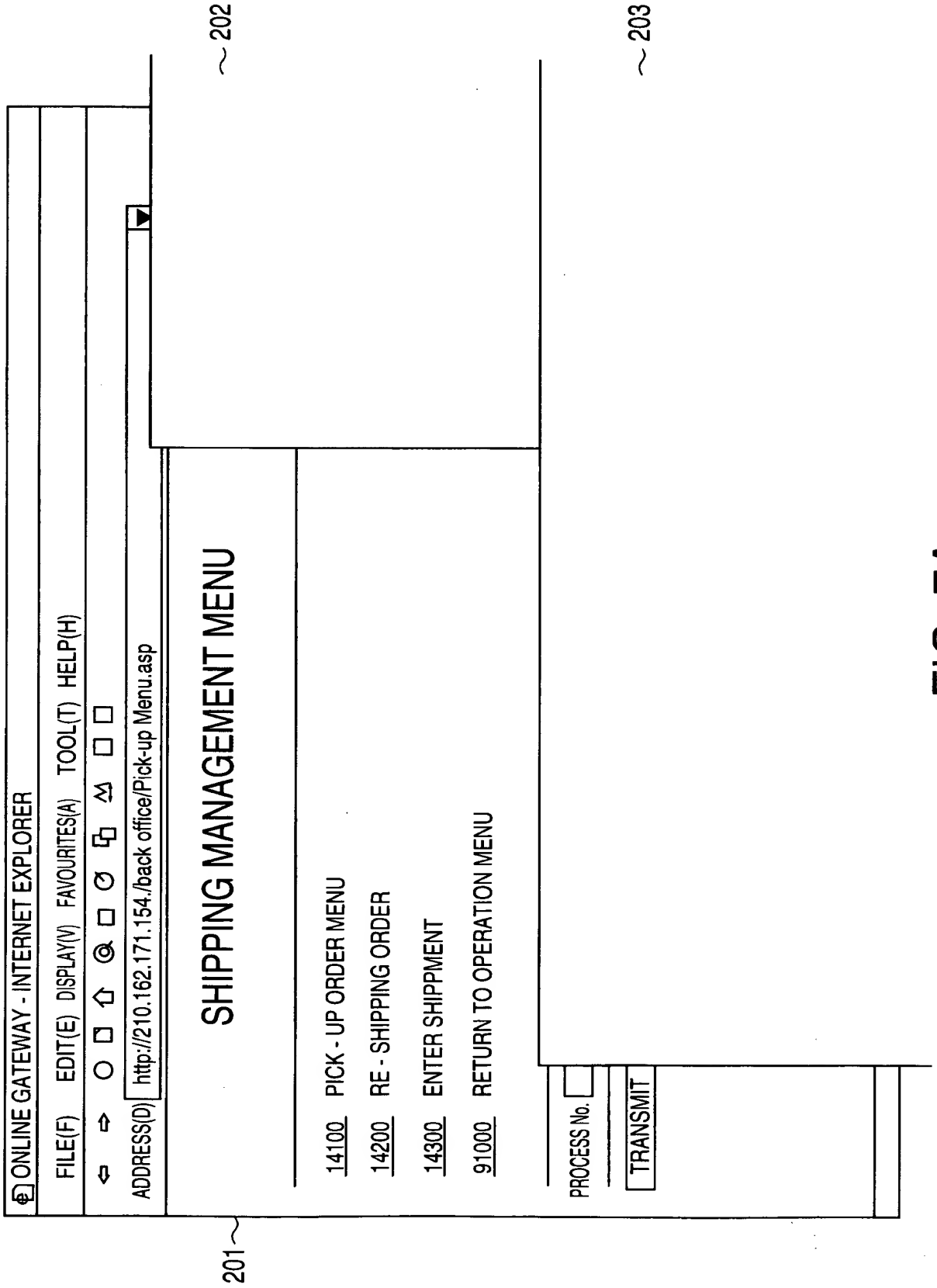
ONLINE GATEWAY - INTERNET EXPLORER
FILE(F) EDIT(E) DISPLAY(V) FAVOURITES(A) TOOL(T) HELP(H)
ADDRESS(D) http://210.162.171.154./back office/Pick-up Menu.asp
SHIPPING MANAGEMENT MENU
14100 PICK - UP ORDER MENU
14200 RE - SHIPPING ORDER
14300 ENTER SHIPPMENT
91000 RETURN TO OPERATION MENU
PROCESS No.
TRANSMIT
201
202
203

FIG. 7A

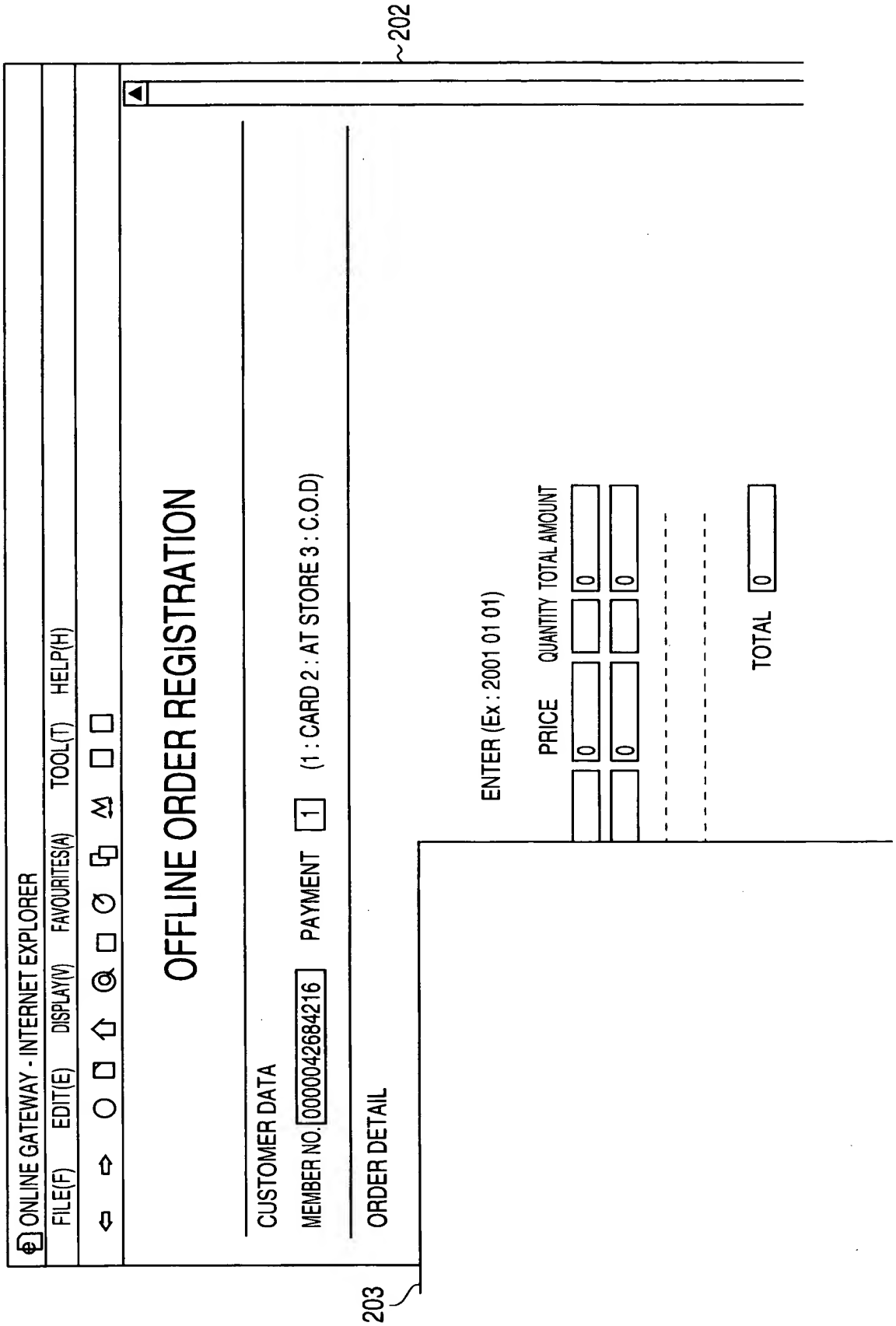
202
ONLINE GATEWAY - INTERNET EXPLORER
FILE(F) EDIT(E) DISPLAY(V) FAVOURITES(A) TOOL(T) HELP(H)
OFFLINE ORDER REGISTRATION
CUSTOMER DATA
MEMBER NO. 0000042684216 PAYMENT 1 (1 : CARD 2 : AT STORE 3 : C.O.D)
ORDER DETAIL
ENTER (Ex : 2001 01 01)
PRICE QUANTITY TOTAL AMOUNT
0 0 0
0 0 0
TOTAL 0
203

FIG. 7B

ELECTRONIC COMMERCE SUPPORT SYSTEM
By Tomoyuki Hirota, Masayuki Yamamoto and Hikaru Kagoura
Sheet 14 of 18 Sheets File No. KYO.P0007
Express Mail Label No. EL726127419US

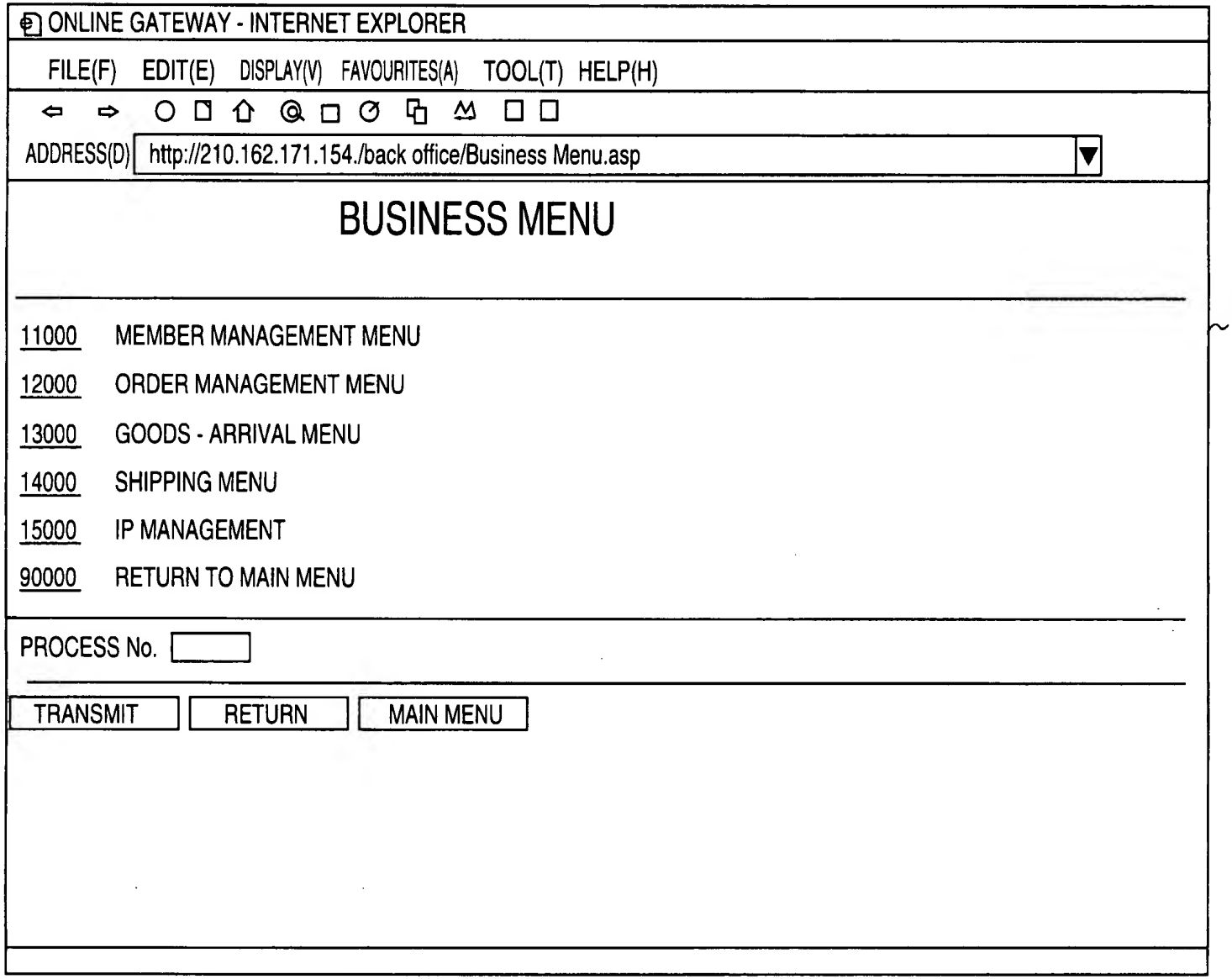

FIG. 7C

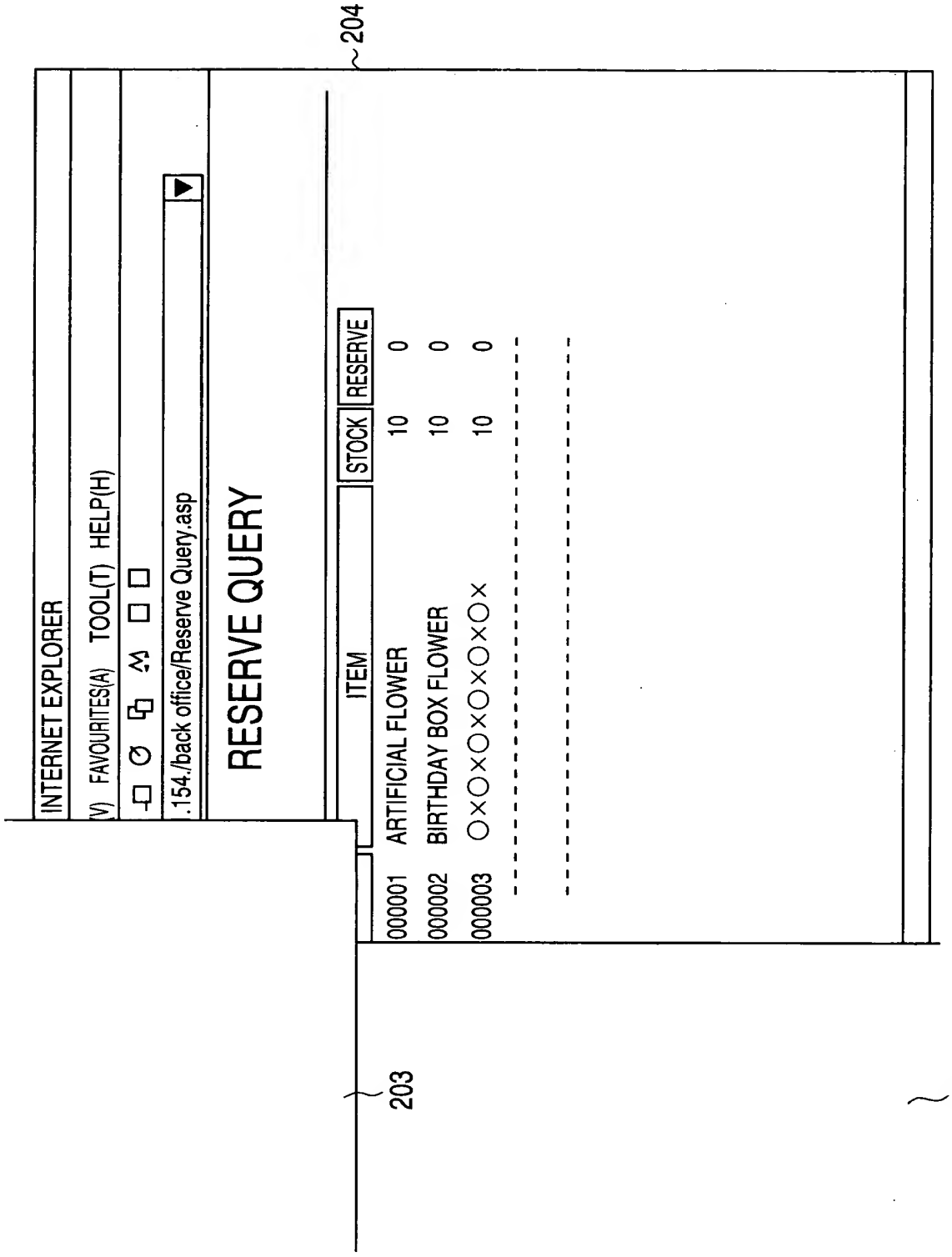
204
INTERNET EXPLORER
(V) FAVOURITES(A) TOOL(T) HELP(H)
.154./back office/Reserve Query.asp
RESERVE QUERY
ITEM
STOCK
RESERVE
000001 ARTIFICIAL FLOWER 10 0
000002 BIRTHDAY BOX FLOWER 10 0
000003 ○×○×○×○×○×○× 10 0
203
205

FIG. 7D

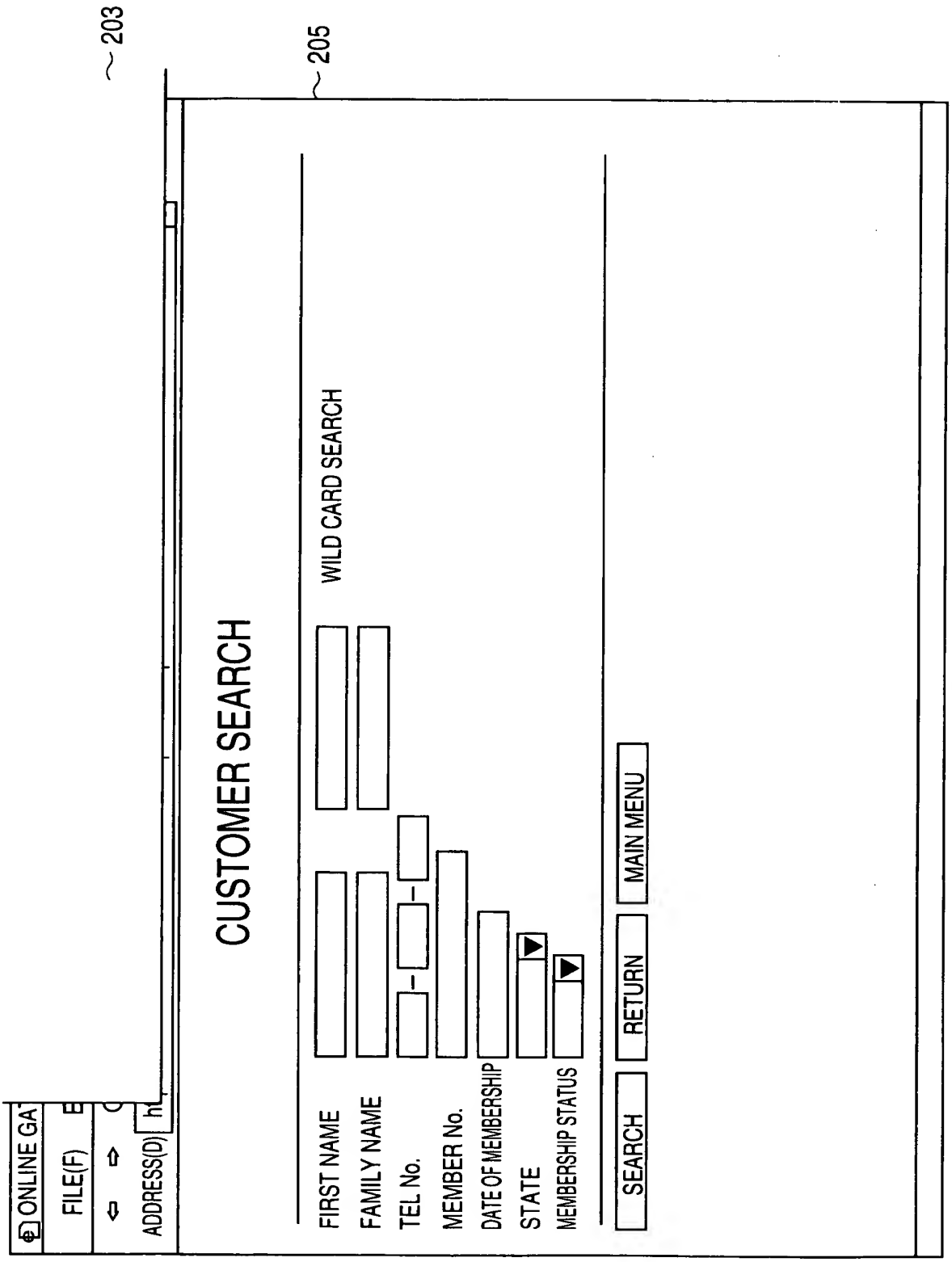
203
205
ONLINE GA
FILE(F)
ADDRESS(D)
CUSTOMER SEARCH
WILD CARD SEARCH
FIRST NAME
FAMILY NAME
TEL No.
MEMBER No.
DATE OF MEMBERSHIP
STATE
MEMBERSHIP STATUS
SEARCH
RETURN
MAIN MENU

FIG. 7E

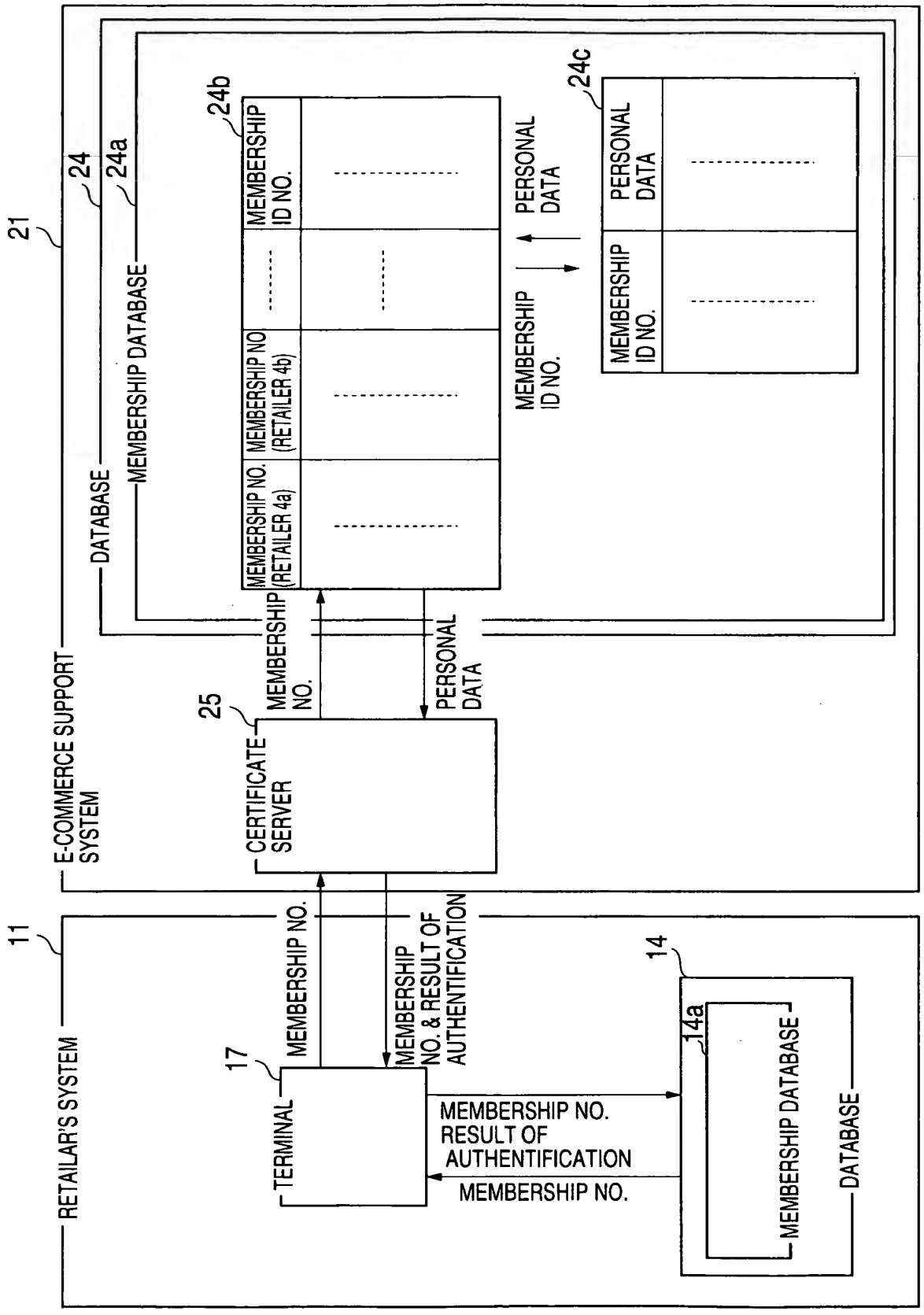
RETAILAR'S SYSTEM
11
TERMINAL
17
MEMBERSHIP NO.
MEMBERSHIP NO. & RESULT OF AUTHENTIFICATION
MEMBERSHIP NO.
RESULT OF AUTHENTIFICATION
MEMBERSHIP NO.
14
14a
MEMBERSHIP DATABASE
DATABASE
E-COMMERCE SUPPORT SYSTEM
21
CERTIFICATE SERVER
25
MEMBERSHIP NO.
PERSONAL DATA
24
24a
DATABASE
MEMBERSHIP DATABASE
24b
MEMBERSHIP NO. (RETAILER 4a)
MEMBERSHIP NO (RETAILER 4b)
MEMBERSHIP ID NO.
MEMBERSHIP ID NO.
PERSONAL DATA
24c
MEMBERSHIP ID NO.
PERSONAL DATA

FIG. 8

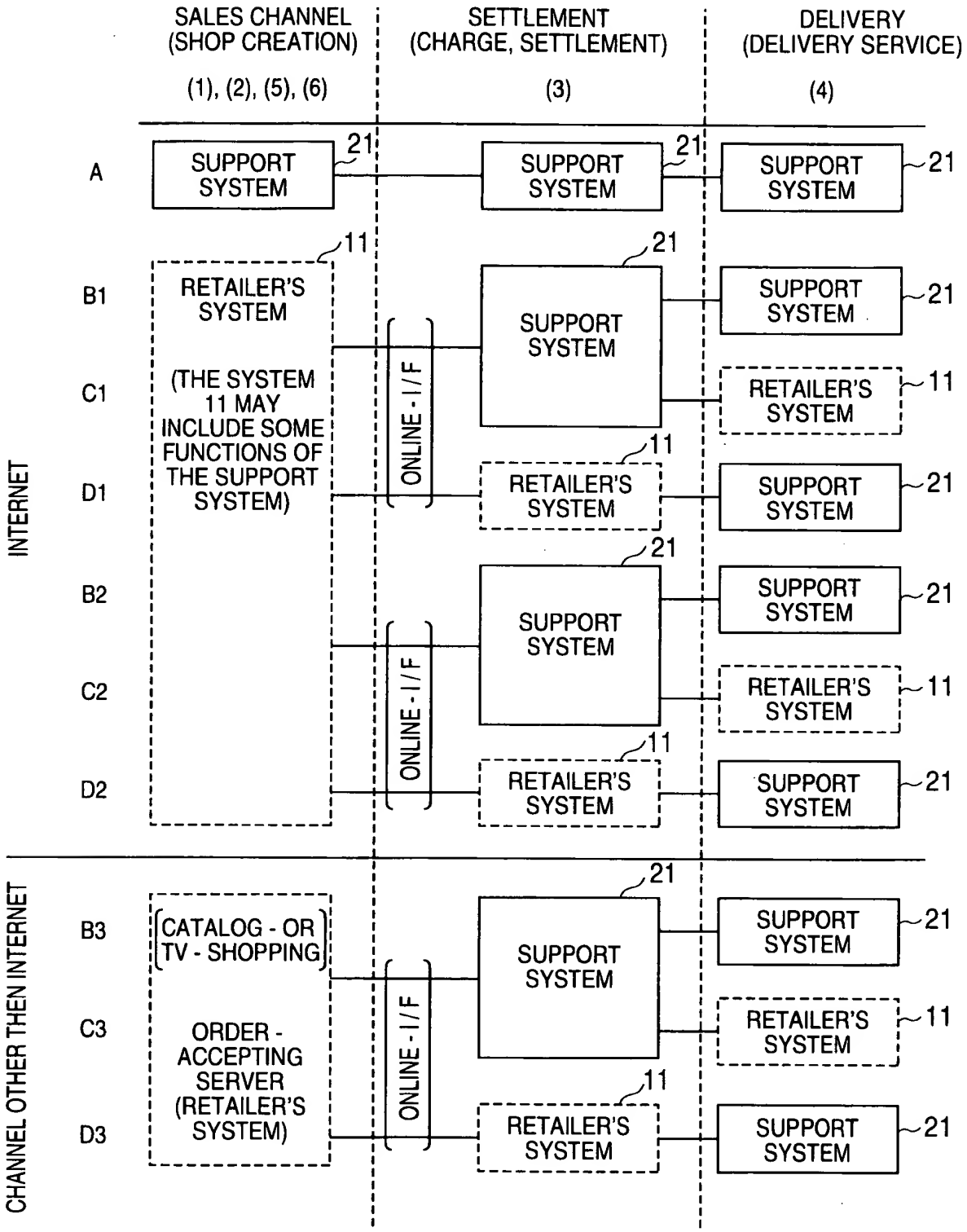
SALES CHANNEL (SHOP CREATION)
(1), (2), (5), (6)
SETTLEMENT (CHARGE, SETTLEMENT)
(3)
DELIVERY (DELIVERY SERVICE)
(4)
INTERNET
CHANNEL OTHER THEN INTERNET
A
B1
C1
D1
B2
C2
D2
B3
C3
D3
SUPPORT SYSTEM
21
RETAILER'S SYSTEM
11
(THE SYSTEM 11 MAY INCLUDE SOME FUNCTIONS OF THE SUPPORT SYSTEM)
ONLINE - I / F
CATALOG - OR TV - SHOPPING
ORDER - ACCEPTING SERVER (RETAILER'S SYSTEM)

FIG. 9